



# TRAILBLAZERS OPEN HIGH SCHOOL OF UTAH

## Open High School RFP - January 20, 2012

To All Prospective Bidders:

The Open High School of Utah is seeking an IT Company that will implement and maintain a comprehensive IT Plan that will best meet the needs of our diverse, online student population.

For the past three years, the Open High School of Utah - a statewide, full-service, online public charter school has been serving Utah students in grades 9-12. Open High School started in 2009 with 125 students, added 100 for a total of 225 last year, and is around 350 this year. In 2012-2013 Open High School has a cap of 1000 students and the following year the cap increases to 1500 students statewide.

The purpose of this request is to seek the services of a top notch IT Company to create a sound IT plan that combines knowledge of online charter schools with customer service strategies to streamline troubleshooting, deployment, replacement, maintenance and general upkeep of laptops given to each full-time student.

Attached is a Request for Proposal (RFP) for those capable of meeting minimum requirements and carrying out the scope-of-work. All proposals will be carefully reviewed and evaluated based on the criteria noted in the attached document. A signed NDA (Attachment A) and any written questions you may have to clarify this RFP are due January 27, 2012 by 5:00pm MDT. Responses to your questions will be delivered by February 3, 2012. A Notice of Intent to Bid (a non-binding document, Attachment B) is due to Open High School no later than 5:00pm MDT on February 10, 2012.

Sincerely,

DeLaina Tonks  
Director  
Open High School of Utah



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## A. INTRODUCTION

Open High School is an award-winning statewide charter school that boasts above average test scores, the first online Charter Educator of the year, Best of State award for curriculum development, and an award winning science teacher recently named one of the five best online teachers in America, among other accolades.

The Open High School of Utah is putting the focus where it should be – on the student. Our mission is to facilitate lifelong success by meeting the needs of the 21st century learner through individualized, student-centered instruction, innovative technology, service learning, and personal responsibility.

The Open High School of Utah is a public charter school designed to meet the needs of the 21st century student. As an online school, we combine state of the art curriculum with strategic one-on-one instruction. Our methods can be described as “one-on-one tutoring for every student in every subject”.

Instruction is individualized allowing students to work at their pace. Our delivery of education is structured to provide maximum flexibility that is student-centered; responsive to the needs of each learner, eliminating the negative aspects of a one size fits all system. Our technology sets us apart. It is data-driven, providing real time information that instantaneously tracks the student and their performance. Unique to OHSU is our commitment to share the curriculum we have developed as an open educational resource. All of these elements combined make the Open High School of Utah the future of education. We are the face of innovation.

The Open High School of Utah is a public, fully online charter school serving 350 students grades 9-12. In a typical bricks and mortar school, IT works with administration and sometimes faculty; however at OHSU we are looking for a service-oriented team with exceptional customer service and social interaction skills to work directly with our clients; the students and parents.

## B. CURRENT AGENCY STRUCTURE

The Open High School of Utah has contracted with an independent contractor to handle all IT up to this point. Due to the goals for expansion, the Board of Directors has determined that a full service IT company may best serve the needs of the school at this time.

## C. PURPOSE

Open High School intends to enhance its IT services with the following objectives:

- Design a comprehensive IT plan that taps into the most effective IT resources to best meet the needs of our students for time on task, content filter, remote access, ease of upgrades and turn around time for repairs/replacements.

As a frame of reference, OHSU currently contracts for the following services (see below). However, you are



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encouraged to include additional options (such as Thin Clients) that may better meet our needs, in addition to addressing the items we currently use, keeping in mind that customer service and quick turn around for time on task is our main goal as a school.

## **Helpdesk Services:**

- Remote assistance
- On call availability for helpdesk services for students, extended hours of at least 9am-7pm
- Content filtering and management, including weekly reports of issues sent to Director and Curriculum Director

## **School Year Maintenance Services:**

- Timely software and program updates - pushed remotely
- Laptop and computer repairs for student and faculty computers
- Arrange to attend all Orientation sessions the third week of August (4-5 days, 2-3 sessions per day). Transport and set up all student laptops for each session (50-60 at a time), ensure stable internet connection, do a 15 minute presentation on proper laptop care, manage student laptop check out.
- Arrange to handle all aspects of student laptop check-in the last week of May/first week of June. Inspect for damage, prepare screen shot price sheets so we can manage parent expectations prior to check-in etc.

## **Summer Maintenance Services:**

- Student laptop cleaning
- Student laptop reimaging
- Student laptop and other asset storage

## **System and Equipment Management Services:**

- Asset management
- Asset tracking and inventory
- Phone IVR system maintenance, auto-dial capacity
- Work with other vendors to maintain IT systems such as internet at the OHSU office, Altiris Remote Access Client, TeamViewer etc.
- Facilitate bids for equipment and applications from multiple vendors
- Recommend ways to streamline or improve the tech workflow: obtaining, prepping, managing, updating, tracking, fixing and restoring student computers.

## **D. MINIMUM REQUIREMENTS**

Proposals must address each item listed, giving specific details of techniques to be used in meeting these requirements. Proposals may be rejected if minimum requirements are not met. All individuals seeking clarification on this RFP must submit questions via email to: DeLaina Tonks at [dtonks@openhighschool.org](mailto:dtonks@openhighschool.org) by 5:00pm January 27, 2012. Responses to questions will be provided by 5:00pm February 3, 2012. **Final proposals will be due February 24, 2012 by 5:00 MDT.**

## **E. PROJECT BUDGET**



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Open High School has not determined a final budget for this project. The Director, in conjunction with the Board of Directors, will authorize an appropriate final budget following review of the proposals/cost estimates.

## F. TENTATIVE SCHEDULE

This tentative schedule may be altered at any time at the discretion of Open High School.

PROJECT ACTIVITY	DATE
Proposal Released	January 20, 2012
Written Questions and Non-Disclosure Agreement	January 27, 2012
Q & A Response	February 3, 2012
Notice of Intent to Bid and	February 10, 2012
Proposals Due	February 24, 2012
Evaluations	February 27, 2012
Finalists Chosen	March 2, 2012
Presentations by Finalist	March 9, 2012
Selection	No later than March 16, 2012
Project Timeline	Ongoing IT support for 2012-2013 school year, contract beginning July 1, 2012.

## G. DELIVERY OF PROPOSAL

Proposals are due no later than February 24, 2012 at 5:00pm MDT. Proposals may be submitted to the following address via email.

DeLaina Tonks  
[dtonks@openhighschool.org](mailto:dtonks@openhighschool.org)

## H. NO OBLIGATION

All proposals become the property of Open High School when submitted. Costs for developing proposals are entirely the responsibility of the bidding Agency. Open High School shall be under no obligation to any bidders and reserves the right to contract with any agency at its own discretion.

## I. CONFIDENTIALITY AND NON DISCLOSURE

All information related to this request for proposal is confidential and all bidders will be required to sign a non



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disclosure agreement.

## **J. CONTENT OF PROPOSAL:**

### **1. DESCRIPTION OF AGENCY**

- a. Provide description of the nature of the company's services and activities. Note the company's history within the education arena, specifically charter schools.
- b. List all schools, districts or education-related clients for whom you have performed work during the past 12 months, and certify that there is no conflict of interest between any existing contract or client relationship and the ability of the proposer to fully and vigorously represent the IT needs of the Open High School of Utah. Client relationships that could potentially be a conflict of interest must be listed together with a discussion of how the proposer will resolve the potential conflict of interest.
- c. Disclose whether the company or its clients have received any warning, sanction, criticism, fine, or similar reprimand from any regulatory agency for the work performed by the company. Also disclose whether its owners, officers, employees, or agents have ever been subject to the same type of scrutiny. If not, provide a clear statement to that effect.

### **2. PERSONNEL/ MANAGEMENT**

- a. Identify those individuals on the proposer's team who will manage the contract work.
- b. Document overall experience in education related accounts including customer service interaction with students and parents, presentation skill set and working with faculty and administrators.
- c. Provide education, experience and expertise with pertinent information demonstrating qualifications for this RFP.

### **3. EVALUATION and RECOMMENDATION of STRATEGIES**

All responses to the tasks listed below should incorporate a discussion of experience, strategy, and how these recommendations will accomplish the goals of Open High School in seeking a comprehensive IT company.

- a. Discuss and recommend strategies for full-service laptop deployment to 500-1000 students.
- b. Discuss and recommend ways to incorporate the latest technology into OHSU's long-term IT Plan going forward.
- c. List out which services you provide in-house and which ones you out-source to other technicians. If you work with other companies for some of your services, please include those people in your personnel and management overview, as well experience in the relevant categories.
- d. Provide a current list of clients and their associated categories.



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- e. Case Studies / Examples: In addition to showing how you would execute on each of the above criteria for Open High School, we are interested in what you have done in the past. Include sample strategic IT plans of that you have executed for any education-related clients, as well as any other clients that may have a partnership opportunity for Open High School as it relates to the skill set above.

## 4. FINANCIAL STATEMENT

- a. Company must provide evidence of financial stability.

### Attachment A Non-Disclosure Agreement Due: January 27, 2012 by 5:00pm MDT

This Nondisclosure Agreement (the "**Agreement**") is between Open High School of Utah, Inc., a Utah non-profit corporation ("**School**"), and the individual whose signature appears at the end of this Agreement ("**Recipient**"). In order to protect certain Confidential Information that School desires to disclose hereunder, Recipient agrees to the following terms and conditions.

**1. Confidential Information.** "**Confidential Information**" means all confidential or proprietary information of School, whether in written, electronic or oral form, including information concerning students, employees, technology, inventions, processes, products, trade secrets, ideas, business and marketing plans, ideas and information, pricing information, customer names and data, and supplier information disclosed by School; and any other information disclosed by School that is marked as confidential or that reasonably should be understood to be confidential or proprietary, whether or not so marked.

**2. Exceptions.** Confidential Information does not include information which Recipient can prove (a) becomes generally available to the public in any manner or form through no fault of Recipient or its employees, agents or representatives, but only from such date as it becomes so available,

(b) was rightfully in the possession of Recipient without obligation of confidentiality prior to receipt thereof from School,

(c) is independently developed by Recipient without benefit of any Confidential Information,

(d) is rightfully received by Recipient from another source on a non confidential basis, or

(e) is released for disclosure with School's prior written consent.

**3. Security.** Recipient agrees that it will not disclose to any person or use for any purpose, except as expressly permitted by this Agreement or other written agreement between Recipient and School, any Confidential Information of School. Recipient agrees to carefully and continuously control use and disclosure of the Confidential Information and to treat it with at least the same level of protection as it affords its own confidential information of similar nature, but not less than a reasonable level of protection. If written or tangible Confidential Information is provided to Recipient, Recipient shall maintain it in a safe and secure place and shall not copy it except as expressly authorized by School. Recipient shall promptly notify School if it becomes aware of any unauthorized disclosure or use of School's Confidential Information, and shall take all reasonable steps requested by School to remedy the same.



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**4. Purpose.** Recipient may use the Confidential Information solely in connection with services provided to the School.

**Recipient:**

Signature: \_\_\_\_\_

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Attachment B  
NOTICE OF INTENT TO BID  
Due: February 10, 2012 by 5:00 PM MDT**

Fax or Email to:

DeLaina Tonks, Director  
Fax: 888.670.0032  
[dtonks@openhighschool.org](mailto:dtonks@openhighschool.org)

Name of Agency:

Contact Person:

Mailing Address:

Agency URL:

Telephone:

Fax Number:

Email Address:

Signed : \_\_\_\_\_

Name: \_\_\_\_\_

Title: \_\_\_\_\_